

# **MC311 Data Review**

## **Department of Housing and Community Affairs**

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Rick Nelson

1/18/2011

## **CountyStat Principles**

- **Require Data-Driven Performance**
- **Promote Strategic Governance**
- **Increase Government Transparency**
- **Foster a Culture of Accountability**



# Meeting Goal

## Review MC311 service request data to:

- Understand DHCA process to respond to MC311 service requests
- Determine most frequent reasons for residents contacting MC311 on DHCA-related matters
- Drill down into most frequently requested DHCA services



# Agenda

- **Meeting Goal**
- **Overview of MC311-DHCA SRs**
- **DHCA Processes to Respond to MC311 Service Requests**
- **Improving Existing Practice**
  - DHCA Recommendations
  - CountyStat Recommendations
- **Review of CountyStat Service Request Audit (12/17/2010)**
- **Top reasons residents contact MC311 for DHCA-related matters**
  - Focus on Top 2 Requests: Landlord Tenant (LT) complaints, disputes or issues; Housing Complaints
- **Code Enforcement**



## Overview

### DHCA Service Requests, Jun-Dec 2010

- Service request data was extracted on 12/21/2010 for the period between Jun 1, 2010 through December 31, 2010.
- Landlord Tenant Affairs and Code Enforcement have the highest volume of service requests (SRs).
- In general, most SRs are fulfillments, which go to the department, or general information, which remain at MC311.

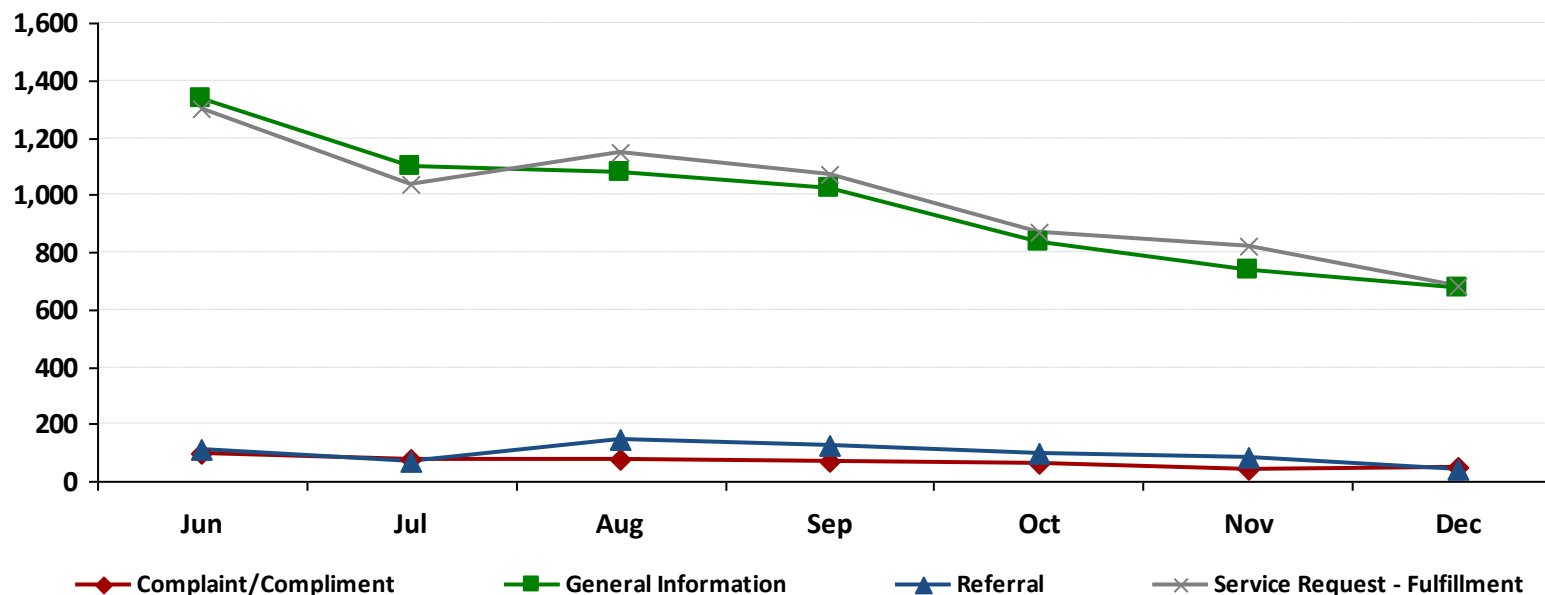
| Area                       | SRs    |
|----------------------------|--------|
| Landlord Tenant Affairs    | 5,590  |
| Code Enforcement           | 5,363  |
| Licensing and Registration | 2,336  |
| MPDU                       | 1,250  |
| SF Home Improvement Loan   | 101    |
| General Information        | 56     |
| Other                      | 52     |
| Community Development      | 15     |
| Weatherization             | 10     |
| Multifamily Loan Program   | 9      |
| Real Property              | 1      |
| (blank)                    | 76     |
| Total                      | 14,859 |



Source: Siebel MC311 Call Center Data, Extracted on 1/4/2010

# Overview

## DHCA Service Requests, Jun-Dec 2010



| Request Type                  | SRs    |
|-------------------------------|--------|
| Complaint/Compliment          | 472    |
| General Information           | 6,792  |
| Referral                      | 673    |
| Service Request - Fulfillment | 6,922  |
| Total                         | 14,859 |



Source: Siebel MC311 Call Center Data, Extracted on 1/4/2010

# Types of MC311 Service Requests

A Service Request in MC311 is simply a record that is created when a resident contacts the 311 Call Center requesting service. (A service request can also be created in the back office by a department.)

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>General Information (GI)</b>                        | Respond to Frequently Asked Questions (FAQs) and provide information about policies, procedures, events and operations. Service requests will be closed in the CSC.                                                                                                                                                                                                                                                                                           |
| <b>Referrals (REF)</b>                                 | Referrals require “subject matter expertise”. For the majority of the calls, a service request will be created and assigned to the appropriate user, e.g., internal Department–DEP, bulk trash pickup. Some calls will require referral, the CSR will provide the caller a telephone number or contact information, e.g., external Agency–MCPS, Rockville High School. Few calls will require “warm transfer”, e.g., internal Department–HHS, Crisis Hotline. |
| <b>Service Requests - Fulfillment (SR)</b>             | Create a new request for service or inform the caller of the status of an existing service request.                                                                                                                                                                                                                                                                                                                                                           |
| <b>Miscellaneous Comments/ Compliments/ Complaints</b> | Document the nature of the comment, compliment, or complaint and make available to the specific Department as a service request.                                                                                                                                                                                                                                                                                                                              |



# DHCA Processes to Respond to MC311 Service Requests (1 of 2)

## Code Enforcement

- Siebel System monitored throughout the day, if case needs immediate action (returned call or emergency) the SR is passed to "Inspector on Duty" to assess responsibility and actions required
- Requests are verified against the e-Property system to determine action required, i.e.; existing case or new case
- Service requests are converted into a department case and assigned to staff for appropriate action
- Information is entered into the Siebel system, i.e.: activity comments are entered to include contact information, owner user is assigned, case number entered in external system id and SR is closed as complete



Welcome to DHCA's  
eProperty Data Mining Application

Detailed Housing Code Enforcement Information for Case #: 96904

| General:                |                                                                          |                                         |
|-------------------------|--------------------------------------------------------------------------|-----------------------------------------|
| Address                 | 02002 AUGUST DR, SILVER SPRING 209024037                                 |                                         |
| Property Name           |                                                                          |                                         |
| Unit Number             |                                                                          |                                         |
| Date Filed              | 1/4/2011                                                                 |                                         |
| Nature of Complaint     | ROTTED WOOD, PLUMBING PROBLEMS, TERMITES, LOCKS, DISHWASHER, THERMOSTATE |                                         |
| Inspector               |                                                                          |                                         |
| Office Number           |                                                                          |                                         |
| Date Inspected          |                                                                          |                                         |
| Date Closed             |                                                                          |                                         |
| Disposition Code        |                                                                          |                                         |
| Disposition Area        |                                                                          |                                         |
| Disposition Description |                                                                          |                                         |
| Violation 9:            | Inspection Date                                                          | 1/5/2011                                |
|                         | Correct by Date                                                          |                                         |
|                         | Corrected                                                                | No                                      |
|                         | Building Number                                                          |                                         |
|                         | Street Address                                                           |                                         |
|                         | Unit Number/Floor                                                        |                                         |
|                         | Location Description                                                     | Living Room                             |
|                         | Item                                                                     | Electrical Outlet                       |
|                         | Condition                                                                | General Condition                       |
|                         | Action                                                                   | Repair/Replace                          |
| Inspector               | goffr2                                                                   |                                         |
| Comment                 |                                                                          |                                         |
| Violation 10:           | Inspection Date                                                          | 1/5/2011                                |
|                         | Correct by Date                                                          |                                         |
|                         | Corrected                                                                | No                                      |
|                         | Building Number                                                          |                                         |
|                         | Street Address                                                           |                                         |
|                         | Unit Number/Floor                                                        |                                         |
|                         | Location Description                                                     | Exterior                                |
|                         | Item                                                                     | Automobile/ Vehicle                     |
|                         | Condition                                                                | General Condition                       |
|                         | Action                                                                   | Repair and display valid tags or remove |
| Inspector               | goffr2                                                                   |                                         |
| Comment                 |                                                                          |                                         |



Source: DHCA

Example: eProperty – Code Enforcement Case Management



# DHCA Processes to Respond to MC311 Service Requests (2 of 2)

## Landlord Tenant Affairs and Licensing

- An Investigator is assigned daily to monitor and return MC311 calls
- All calls are returned within 24 hours, usually the day they are received
- Investigators leave their name and direct line for callers who are not available when called
- \* When appropriate, SRs are converted into a landlord/tenant case and assigned to staff for investigation
- SRs are generated for all “walk-ins” customer and informational calls received outside the “311” system
- **Licensing Section:** All calls are returned within 24-48 hours, usually the day they are received; Staff leave their name and Licensing's direct line for callers who are not available

## MPDU

- The 311 system is monitored throughout the day by supervisor (or designee in his absence)
- All SRs are assigned in the system to the appropriate staff person
- Calls are returned within 1 work day, usually the same day
- Staff leave their name and number for customers who are not available
- Staff close out SR and mark it complete once call is made to customer
- Service Requests generated for all “walk-in” customers and informational calls received outside the “311” system



Source: DHCA

# Agenda

- Meeting Goal
- Overview of MC311-DHCA SRs
- DHCA Processes to Respond to MC311 Service Requests
- **Improving Existing Practice**
  - DHCA Recommendations
  - CountyStat Recommendations
- Review of CountyStat Service Request Audit (12/17/2010)
- **Top reasons residents contact MC311 for DHCA-related matters**
  - Focus on Top 2 Requests: Landlord Tenant (LT) complaints, disputes or issues; Housing Complaints
- **Code Enforcement**
  - Service Request Overview
  - Qualitative Analysis



# Reflections on Improving Existing Practice

The following summarizes DHCA's recommendations on improving their existing practices and their link with MC311. Further detail on these recommendations is provided throughout the presentation

## DHCA

- **Determine whether MC311's charge is to monitor intake or monitor service delivery.**
- **Better communicate Service Request status to customer**
- **Improve expectation-setting for customers on departments' follow-up and time to close**

## CountyStat

- **Improve MC311 call takers' knowledge of DHCA functions**



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  - DHCA Recommendations
  - CountyStat Recommendations



# CountyStat Service Request Verification Process: December 2010 Audit

The results of the December 2010 audit point to a need to refine case closure processes rather than a departmental performance deficit.

## Date of Audit:

- December 17<sup>th</sup>, 2010

## Departments Audited:

- DHCA: Untagged, abandoned, dysfunctional or inoperable vehicles on private property

## Sample Time Period:

- Opened on or after December 1<sup>st</sup> 2010
- Closed on or before December 14<sup>th</sup> 2010

## Sample Size:

- DHCA: Random sampling of every third service request fulfillment during the 2-week period
  - 7 cases in total

## Audit Results:

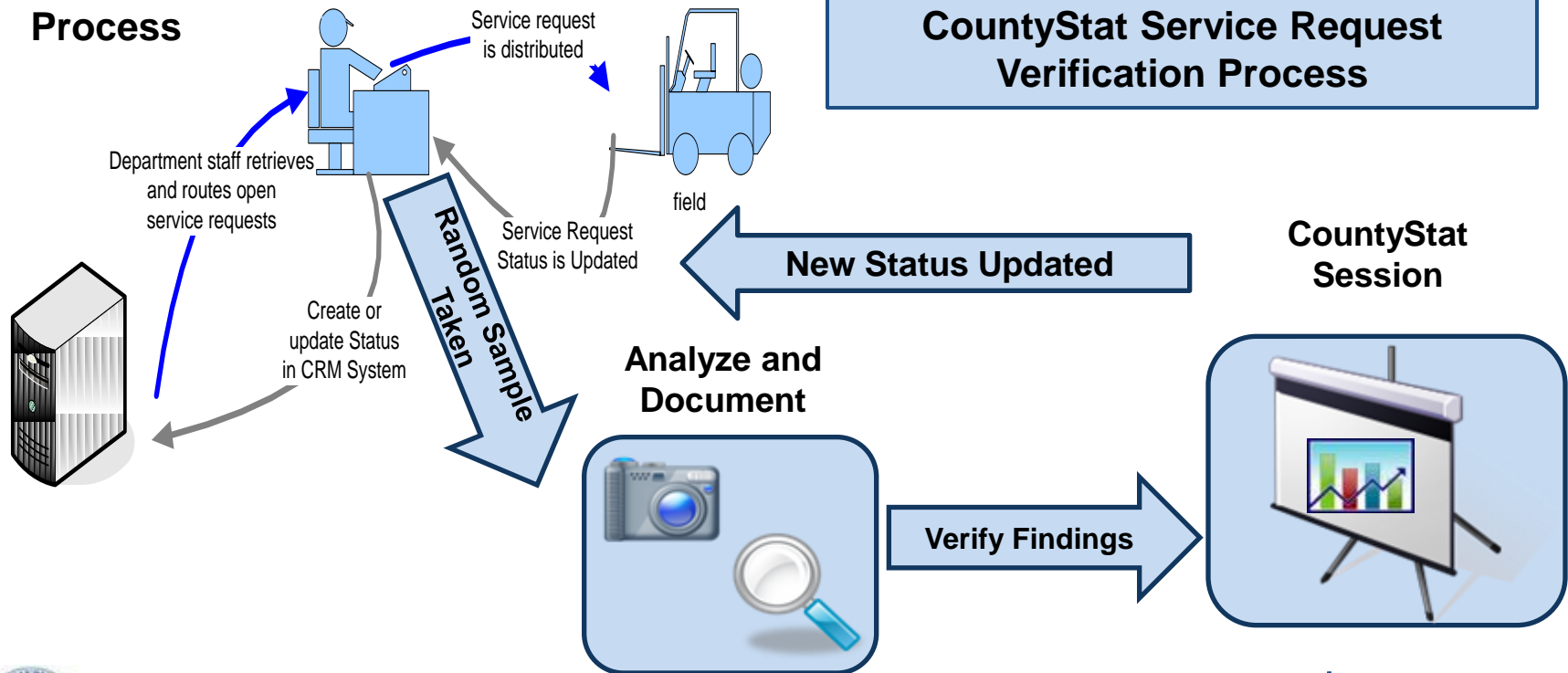
- In each audited request, the MC311 database indicated the request had been closed.
- At the point of CountyStat's review, all cases had yet to be fully resolved.
- According to information in DHCA's internal system (eProperty), these cases have all had an initial inspection and notice of violation issued, where applicable.
- These results point to a need to refine case closure processes rather than a performance deficit.



# CountyStat Service Request Verification Process

CountyStat conducts a random sampling of completed service fulfillment requests, manually verify that request is completed, and hold CountyStat session with representative department(s) to discuss results of the verification analysis

## Current MC311 Process



Source: CountyStat

# December 2010 Audit Results

## DHCA & CountyStat Recommendations Based on Audit Results

### 1. Better communicate SR status to customer

- Consider adding additional SR information to MC311 portal “Check Status” page (i.e. department case #, inspector name/phone no.)
  - Add hyperlink to eProperty information
- Leave SR open until department’s case is closed
- Long Term Strategy: Adopt Siebel system for Housing Code Enforcement

### 2. Improve expectation-setting for customers on departments’ follow-up and time to close

- Re-evaluate current Service Level Agreements (SLAs) for different types of requests
- Re-evaluate current instructions to call takers in Knowledge Base Articles

As a result of these discussions, DHCA is working with the MC311 change control team to evaluate several proposals to improve case status communication to customers.



# December 2010 Audit Results

## DHCA & CountyStat Recommendations Based on Audit Results – Communicating SR Status

Home | Contacts | Incidents | Service | Knowledge Base | My Dashboard Screen

Service Requests Home | Service Requests List | Simulate New Call

138325459

Menu | Cancel | Query

### Service Request Details

SR #: 138325459 Request Type: Service Request - Fulfillment  
 Source: Phone Attached Solution: Housing Complaints  
 Statistical Postal Code: Email at Fulfillment: ☐  
 Opened: 1/4/2011 02:13:22 PM Priority: 3-Medium  
 Closed: 1/4/2011 03:00:26 PM Status: Closed  
 Creator: PAYNES01 - Susan Payne Sub Status: Complete

### Primary/Alternate Contact Details

Last Name: randall First Name: marjorie  
 Service Contact Email: marjoriearball@aol.com Preferred Language: English  
 Service Phone: (301) 523-6777 Contact Preference: ☐  
 Alt. Last Name: Alt. First Name:

### Service Location

Location Type: Address  
 Street #: 2002 Prefix: Street: august Suffix:  
 Type: DR Unit #: City: SILVER SPRING State: MD Zip Code: 20902  
 Notes Attached Flag: ☐ External System Id: 96904

### Ownership

Department: DHCA User Group: DHCA Code Enforcement  
 Area: Code Enforcement Owner User: GOFFR2 - Robert Goff  
 Sub Area: External Organization:

### Summary and Notes Flag

tenant said landlord always gives her excuses about making repairs- over one year ago she told him there was a leak- he told her the kids overflowed the tub--- and did nothing-- now there is an extensive problem with rotted wood and other plumbing problems-- an exterminator told her there are termites--HO-C inspection failed---there are problems with the locks/dishwasher/thermostat as well as other major problems

### Activities

| New | Description    | Comments                                              | Type           | Start                | Due                  | St  |
|-----|----------------|-------------------------------------------------------|----------------|----------------------|----------------------|-----|
| >   | Created New SR | Case #96904 assigned to Inspector Goff, 240-777-3692. | Comments       | 1/4/2011 02:59:45 PM | 1/4/2011 12:00:00 PM | Une |
|     |                |                                                       | Call - Inbound | 1/4/2011 02:13:12 PM | 1/4/2011 02:13:12 PM |     |

### Internal View of MC311 Siebel System

Consider adding additional SR info to MC311 portal, Check Status page (if external system id exists, display message and inspector contact info).

Montgomery County Home | Departments | News | [A-] [A] [A+]

# MC311

ANSWERING TO YOU

## Call 311 To Get It Done!

311 Home | About MC311 | Announcements | All Services | Check Status

### Check Status

311 Service Request Look-up allows customers to check the status of existing Service Requests (SRs) created through the Customer Service Center.

Service Request # \* 138576572  
 Email Address \* amartin@mvf.org  
 \* Required field  
 Submit

### Status Report

Service request number: 138576572  
 Contact person: Allison Martin  
 Contact Email: amartin@mvf.org  
 Opened date: 01/06/2011 16:09:31  
 Status: Closed  
 SubStatus: Complete  
 Take a survey

### SEARCH

Enter an English language keyword to search the 311 web site:  
 Search  
 Results will be returned in English language  
 Tips on Searching

### Announcements

How to Create a Service Request, Send an Email, and/or Forward a Complaint or Comment

### Top Services

1. Ride On bus trip planning/location/status/ scheduled arrival time
2. Requests to discuss property tax bill/assessment
3. Bulk trash pickup
4. MANNNA food center referral
5. Blue Bin

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### Customer's view of SR status via web portal



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## Top 10 DHCA Service Requests By Solution

| Solution                                                                                                            | Total | % of Total |
|---------------------------------------------------------------------------------------------------------------------|-------|------------|
| Landlord Tenant (LT) complaints, disputes or issues                                                                 | 2,662 | 18%        |
| Housing Complaints                                                                                                  | 2,179 | 15%        |
| Calls regarding correspondence, letter, Citation, Notice of Violation received from DHCA Licensing and Registration | 583   | 4%         |
| Tall grass on private property                                                                                      | 476   | 3%         |
| Completing the Rental Facility License application form                                                             | 326   | 2%         |
| Applicability of County Landlord-Tenant Law                                                                         | 304   | 2%         |
| Dead tree or branches on private property                                                                           | 298   | 2%         |
| Determining whether a rental property is licensed                                                                   | 296   | 2%         |
| Landlord Tenant Handbook                                                                                            | 292   | 2%         |

Date Opened: 6/1/2010 – 12/31/2010 (Note: These figures only take into account 6 mos. of SR data.)  
Total SRs = 14,859

The following slides present further detail on the top 2 solutions: Landlord Tenant (LT) complaints, disputes or issues; and Housing Complaints. DHCA has 157 possible solutions in the MC311 Knowledge Base; one-third of all requests relate to the top 2 solutions.



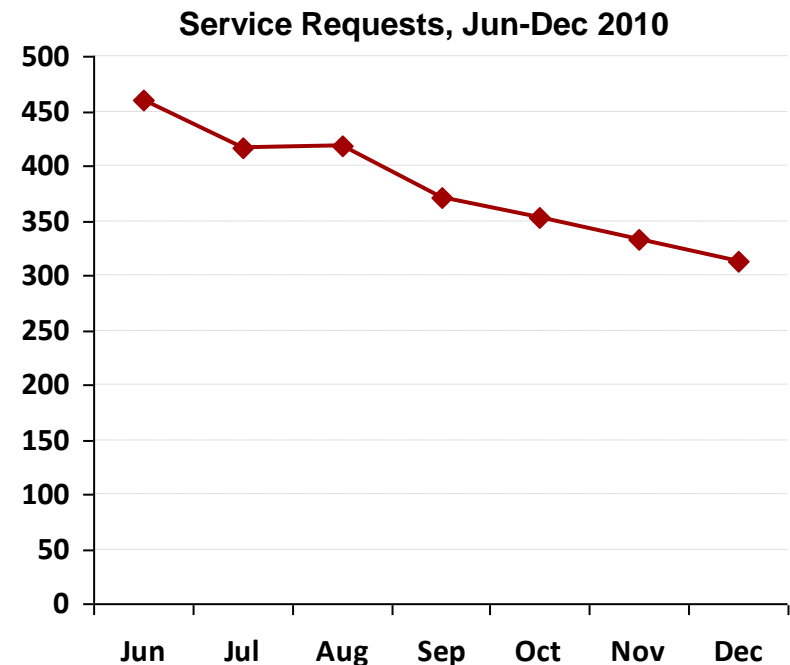
Source: Siebel MC311 Call Center Data, Extracted on 1/4/2010

## Landlord Tenant (LT) complaints, disputes or issues

| Solution                                            | Total | % of Total DHCA SRs |
|-----------------------------------------------------|-------|---------------------|
| Landlord Tenant (LT) complaints, disputes or issues | 2,662 | 18%                 |

### Key Points

- Complaints/Compliments=5%, General Information=21%, Referral=6%, Fulfillment=68%
- DHCA-related service requests have been on the decline since June



Date Opened: 6/1/2010 – 12/31/2010  
Total DHCA SRs = 14,859

# Landlord Tenant (LT) complaints, disputes or issues

## Knowledge Base Article (KBA)

|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Information Provided to Caller</b> | <p>The Office of Landlord Tenant Affairs handles landlord and tenant disputes involving most residential rental properties located in Montgomery County however, does NOT have jurisdiction within the incorporated municipalities of Chevy Chase Village, City of Gaithersburg (301-258-6340), City of Rockville (240-314-8330), City of Takoma Park (301-891-7119), Town of Barnesville, Town of Garrett Park, Town of Laytonsville, and Town of Poolesville. Questions regarding properties within these incorporated municipalities should be referred to Baltimore Neighborhoods Inc. (1-800-487-6007) or the local municipality for further information.</p> <p>To file a formal Landlord Tenant complaint, download a complaint form and follow the filing instructions by visiting the Department of Housing and Community Affairs website and utilizing the provided URL link.</p> |
| <b>Service Level Agreement</b>        | 2 days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Instructions to Call Taker</b>     | <ol style="list-style-type: none"><li>1. Make sure that the call is regarding a dispute involving the lease or a complaint between a landlord and tenant regarding a residential rental property AND NOT RELATED TO THE MAINTENANCE OF THE PROPERTY.</li><li>2. Make sure that the residential rental property is located in Montgomery County. (See Public Answer)</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



Source: Siebel MC311 Knowledge Base

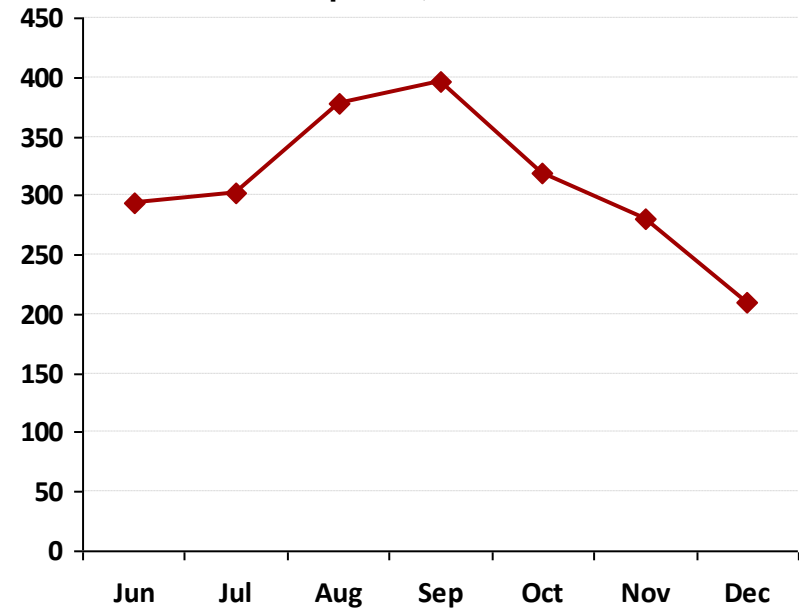
# Housing Complaints

| Solution           | Total | % of Total DHCA SRs |
|--------------------|-------|---------------------|
| Housing Complaints | 2,179 | 15%                 |

## Key Points

- Complaints/Compliments=8%, General Information=23%, Referral=6%, Fulfillment=63%
- Over the 6-month period, service requests reached their peak in September

Service Requests, Jun-Dec 2010



Date Opened: 6/1/2010 – 12/31/2010  
Total DHCA SRs = 14,859

# Housing Complaints

## Knowledge Base Article (KBA)

|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Information Provided to Caller</b> | <p>Department of Housing and Community Affairs (DHCA) Housing Code Enforcement handles complaints regarding the maintenance and condition of single family and multi-family residential rental property, exterior maintenance, conditions of commercial property, exterior and common areas of residential condominiums and vacant properties/unimproved lots.</p> <p>DHCA Housing Code Enforcement will respond to complaints inside Montgomery County but outside the municipalities of Gaithersburg and Rockville. Complaints regarding rental properties within the City of Takoma Park are also handled by DHCA but complaints regarding commercial or owner occupied properties are handled by the City of Takoma Park</p>                                                                                                                                                                                                                                                                |
| <b>Service Level Agreement</b>        | 30 Days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Instructions to Call Taker</b>     | <ol style="list-style-type: none"><li>1. If the call is about a lease or security deposit, please See Topic: "LANDLORD TENANT (LT) COMPLAINTS, DISPUTES OR ISSUES."</li><li>2. The Caller must provide a specific property address of the alleged violation. Make sure to verify location through GIS and that the property is not in the municipality of Takoma Park, Gaithersburg, or Rockville. (See public answer)</li><li>3. If caller would like to file a complaint, please provide a brief description of the problem, the address where the violation is occurring, along with a specific location (if applicable).</li><li>4. Please ask the caller to provide their name and a phone number so that the inspector can call to apprise them of their findings or if this is a rental property, to schedule an appointment.</li><li>5. Please fill in applicable information found on lower page under "More Info DHCA" (Name of Complex, Occupancy status, Residence Type).</li></ol> |



Source: Siebel MC311 Knowledge Base

# Agenda

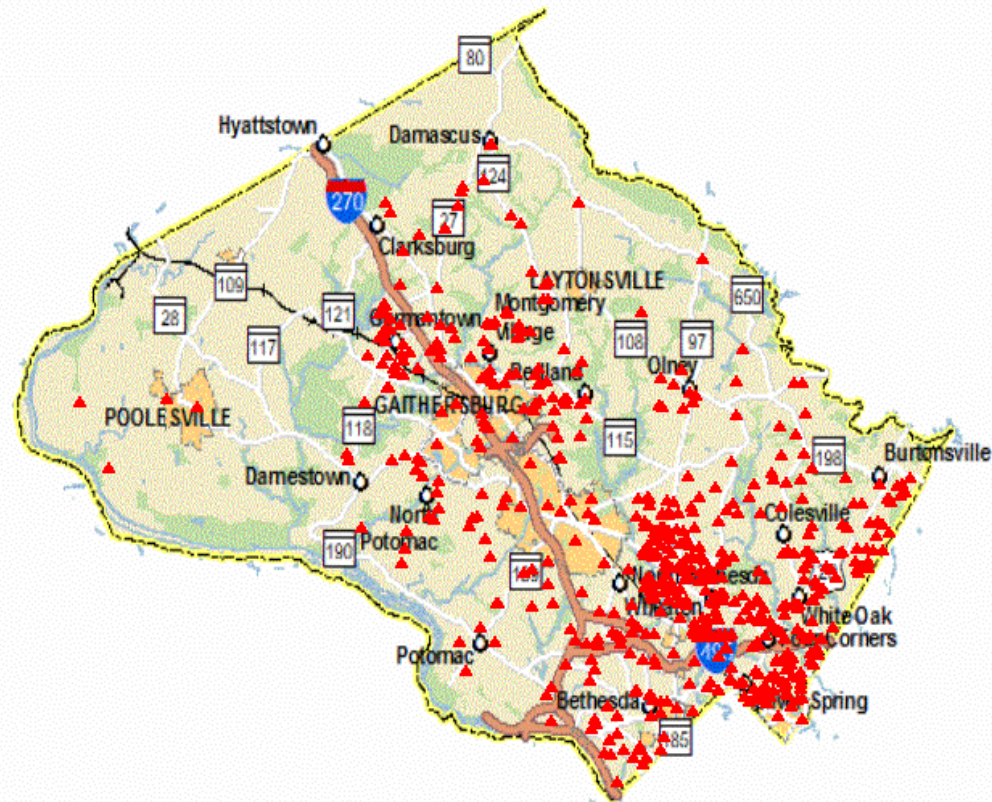
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- **Code Enforcement**
  - Service Request Overview
  - Qualitative Analysis



# Code Enforcement

## Top 10 MC311 Service Requests

| Solution                                                                          | Total | % of Total |
|-----------------------------------------------------------------------------------|-------|------------|
| Housing Complaints                                                                | 2,057 | 39%        |
| Tall grass on private property                                                    | 474   | 10%        |
| Dead tree or branches on private property                                         | 294   | 6%         |
| Untagged, abandoned, dysfunctional, or inoperable vehicle on private property     | 218   | 4%         |
| Landlord Tenant (LT) complaints, disputes or issues**                             | 185   | 4%         |
| DHCA Housing Code Enforcement Office location                                     | 169   | 3%         |
| Trash, debris, solid waste on private property or commercial property             | 165   | 3%         |
| Status of a Housing Code Enforcement complaint and the inspector assigned         | 147   | 3%         |
| Bedbugs, roaches, mice, rat infestation/extermination in residential rental units | 139   | 3%         |
| Business hours for DHCA Housing Code Enforcement                                  | 112   | 2%         |



From MC311 My Analytics Dashboard  
Code Enforcement Service Requests, 1 Month  
Example (Jun 1-Jun 30, 2010)



Date Opened: 6/1/2010 – 12/31/2010  
Total DHCA SRs = 14,859



# Code Enforcement – Service Fulfillment Requests

## Qualitative Analysis

### Analysis Methodology

- Timeframe: June, July, August 2010
- Selected every 50<sup>th</sup> Code Enforcement – Service Fulfillment Request (Sample = 30 Cases)
- Requested eProperty case information from DHCA to supplement 311 data

### Overview of Analysis Findings

- Random sampling is consistent with previous CountyStat analysis
- Current Knowledge Base Articles developed by Department with MC311 vary in the amount of information requested to be collected by the call taker
- Different customer service representatives record different level of detail in the summary filed
- Of the 21 sampled cases that were resolved, on average those complaints were closed by DHCA inspectors in eProperty within 30 days of being opened in MC311.

To fully make use of MC311 data to understand how efficiently and effectively code enforcement cases are being responded to requires a linkage between MC311 and the department's eProperty system.



# Code Enforcement – Service Fulfillment Requests

## Qualitative Analysis

### eProperty Data Results

| Resolution Listed in eProperty (DHCA System)                        | Cases     | Avg Workdays | Range - Min | Range - Max |
|---------------------------------------------------------------------|-----------|--------------|-------------|-------------|
| Complaint Resolved - Violation Corrected                            | 15        | 29           | 1           | 67          |
| Complaint Resolved - Violation Unfounded                            | 5         | 6            | 1           | 11          |
| Case Open - Vacant Property                                         | 2         | 151*         | 144         | 157         |
| Case Open - Clean & Lien                                            | 1         | 134*         |             |             |
| Case Open - Under Renovations                                       | 1         | 105*         |             |             |
| Case Redirected to DOT                                              | 1         | --           |             |             |
| Complaint Resolved Before Inspection                                | 1         | 12           |             |             |
| Insufficient Information to Respond (No Response to DHCA Inquiries) | 1         | --           |             |             |
| Service Request Returned to Call Center                             | 3         | --           |             |             |
| <b>Total Sampled Cases</b>                                          | <b>30</b> |              |             |             |

\*Note: Cases still open.

Of the 21 sampled cases that were resolved, on average those complaints were closed by DHCA inspectors in eProperty within 30 days of being opened in MC311.



Source: DHCA eProperty System

# Code Enforcement – Service Fulfillment Requests

## Qualitative Analysis

### Operational Performance Implications

- Methodologies for determining level of detail collected by CSRs was constructed by departments in conjunction with MC311 and focused on back office functions
- Current data collection does not provide data to inform decisions that require case disposition and resolution data.
- Having this information linked would assist the department in understanding where there are concentrations of outstanding code enforcement violations and allow them to target resources accordingly.

### DHCA & CountyStat Recommendations Based on Audit Results

- Determine whether MC311's charge is to monitor intake or monitor service delivery.
  - This will dictate next steps for departments' in terms of linkage to other internal systems.
- Improve MC311 call takers' knowledge of DHCA functions
  - Periodically brief MC311 staff on DHCA SRs, internal protocols, etc.



# Code Enforcement – Service Fulfillment Requests

## Qualitative Analysis

| SR Number | Solution           | Call Summary Information                                                                                                                                                                                                                                        |
|-----------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 113993174 | Tall Grass         | ViaEmail><Address Redacted><br>From: Sent: Friday, May 28, 2010 7:11 AM To: MCG Web Customer Service Subject: Re: Over foot high grass at <Address Redacted>                                                                                                    |
| 114161764 | Housing Complaint  | <Address Redacted> Sent: Tuesday, June 01, 2010 10:51 AM Cc: Cross, Ann Subject: Untagged vehicle in side yard My mother's neighbor at has had an untagged vehicle stored in their side yard for <Address Redacted>                                             |
| 114585586 | Tall Grass         | abondanded and lawn is very bad; over 3 ft; provided SR#                                                                                                                                                                                                        |
| 114908013 | Housing Complaint  | Housing complaint. on inspector. Has not came to property yet. He was suppose to come last week. Left many messeges/ <Address Redacted>                                                                                                                         |
| 115353323 | Trash              | lives across the street from an unsightly mess. Property was purchased and trees were cut down asnd yard was left a mess. Property is supposed to be townrn down and rebuilt. Resident wants to know when this is going to happen. ***Caller wants to remain an |
| 115594053 | Housing Complaint  | Reporting a property where a house burned down to ground is being used for a dump site and is causing rats.                                                                                                                                                     |
| 115978522 | Bedbugs, etc.      | Customer states that she was renting a condo and there were bed bugs in the bed. Customer also states that she gave 1 months notice and had to break the lease. Please contact customer on what to do about landlord. / customer didn't want to pursue this     |
| 116328438 | Housing Complaint  | Rental property complaint, front of the house is rotted out wood, inspector was out and contacted landlord but nothing has been done, weeds over a foot in backyard some 5' to 6' high, gutter now falling off on one side, trees growing to close to house. C  |
| 116611636 | Tall Grass         | report grass not being cut; at least 3 ft tall on abonden house for about a year or two                                                                                                                                                                         |
| 117069187 | Housing Complaint  | 16 unit apartment the water was cut off. (condo) the contractor cut the water off. police office stated that it is a (fire hazard).                                                                                                                             |
| 117374173 | LT Complaint       | CALLER SAYS THAT SHE HAS A LEAK IN HER CLOSET SHE HAS TOLD LANDLORD AND THERE NOT DOING ANYTHING AND THE AC IS NOT WORKING SHE SAID SHE WAS IN LABOR YESTERDAY AND IS COMING HOME TOMORROW AND NEEDS THIS ISSUE FIXED GOT HER BABY                              |
| 117869958 | LT Complaint       | Tenant is calling. Issue: Landlord fails to fix up repairs at home. Also has a stove in the basement. INspector is suppose to come to property and view problem. Caller does not know who is suppose to come to house. Please contact caller back. *****        |
| 118172816 | Trash              | This KB article was closest could find.....home next door has huge wasp nest. not sure if it is bank owned or what.no one lives there anymore. had a privous complaint about the grass SR # 117470328. he is highly allergic to wasps and is very conc          |
| 118630157 | Dead Tree/Branches | tree branches are on the road and branches are growing on the top of the house.                                                                                                                                                                                 |



Source: Siebel MC311 Call Center Data, Extracted on 1/4/2010

# Code Enforcement – Service Fulfillment Requests

## Qualitative Analysis

| SR Number | Solution            | Call Summary Information                                                                                                                                                                                                                                        |
|-----------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 119011345 | Office location     | dhca need infor on how they track collect data from public- would also like to talk to the supervisor of the 311 call center. I transferred the call to a supervisor at he requested to speak to someone                                                        |
| 119507326 | Housing Complaint   | Caller has had an open case since September 11, 2009 and caller still hasn't have anyone to come out and assist her. case # 87568                                                                                                                               |
| 119928876 | Housing Complaint   | Caller would like to speak to someone in CUPF regarding pool regulations This is Housing Code Enforcement issue and not a fire and rescue issue. Bill D                                                                                                         |
| 120375847 | Status of Complaint | CALLER IS CONCERNED THAT HER NEIGHBORS PRIVATE TREE WILL FALL ON HER HOME. PART OF THE TREE HAS ALREADY FALLEN DURING THE LAST STORM AND A REMAINING PART OF THE TREE IS BARLEY STANDING. CALLER LIVES AT <Address Redacted>                                    |
| 120687367 | Inoperable vehicle  | Blue four door honda accord, it has no tags, he wants to have this removed. Caller does not want to leave his name.                                                                                                                                             |
| 120934503 | Trash               | they do not use trash cans for their trash. They set the trash out behind their house until 24 hours before their trash p/u day. There are rats that come around - other trash around property as well. Please contact Jerry if you have any question and to I  |
| 121171681 | Tall Grass          | neighbor calling about high grass, bushes, and weeds in back yard.                                                                                                                                                                                              |
| 121469803 | Tall Grass          | Grass has not been mowed in 2 or 3 months. Dead tree in front yard for over 5 years.                                                                                                                                                                            |
| 121711331 | Bedbugs, etc.       | Caller would like to report mice in her home                                                                                                                                                                                                                    |
| 121973586 | Housing Complaint   | caller says neighbors gutters came down and they never replaced it now the water seaped in to her home and flooded her basement, wants to know what can be done. HOUse is not well maintained.                                                                  |
| 122271513 | Inoperable vehicle  | travel trailer in the yard of a home private property.                                                                                                                                                                                                          |
| 122494483 | Tall Grass          | concerning complaint; vacant house tall grass, and house is in disconcern has not been taken care of for about a year now cannot get in contact with the owner                                                                                                  |
| 122816181 | Housing Complaint   | Customer is renting a basement apartment and there's only 1 window that's not regulation... There's no flood lights along the path to the back door...The owner refuses to add flood lights and does not allow the two girls to enter through the front door... |
| 123188504 | Housing Complaint   | Live in Condo Project in Olney MD; Person who home is Health Hazard Verizon man refused to work because of live nugs in home papers stack up to ceiling; * Roaches, piles of paper, possible hoarder. The condo is a rental. The requestor's name is Leonard Co |
| 123472095 | Dead Tree/Branches  | calling about a neighbors tree that is dead; would like an inspector; this dead tree is behind this address and behind. it is between 6611 and 6613; property owner is <Name Redacted>; 6611 DOES NOT EXIST IN TAX RECORDS - Need correct addr                  |
| 123709649 | Tall Grass          | Neighbor is calling to complain about home's grass is taller than 12 inches.                                                                                                                                                                                    |



## Wrap-up

- Follow-up items

